

***Department of Veterans Affairs  
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## **Ask Your Primary Care Physician About E-Consults**

### **What Is an E-Consult?**

- An E-Consult is an Electronic Consult between providers.
- Your Primary Care Physician (PCP) adds a **focused** question or requests a recommendation about your short term diagnostic and/or therapeutic issues into your medical record (CPRS).
- A Specialist answers the E-Consult in a timely fashion.

### **Benefits of E-Consults**

- flexibility for the Veteran and Physician
- convenience of delivering care with less face-to-face visits
- reduces the burden of travel and reduces co-payments
- satisfaction for the Veteran because his/her issue is addressed within 72 hours or less

### **Talk To Your PCP about E-Consults**

- Ask your PCP if an E-Consult would be appropriate to help manage your HTN, diabetes or CHF with less face-to-face visits.
- Your PCP will let you know if your clinical issue allows an E-Consult to be used.
- If your PCP informs you of an acute problem, then an E-Consult would not be appropriate.
- E-Consults do not take the place of seeing a Specialist for an acute problem.

### **E-Consults**

- are not utilized to have your PCP schedule you for a face-to-face or follow-up appointment
- are not utilized to have your PCP schedule you for procedures
- are not utilized to have your PCP request a Specialist physician to order medications
- are utilized for your PCP to ask a question or ask for a recommendation from the Specialist, for example, about a new medication the PCP may prescribe, how to better manage your health care issue or better prepare you for a face-to-face visit
- You do not have to sign up for E-Consults. Just ask your PCP about it.